



Canby Family Practice Clinic

PROVIDING MEDICAL, DENTAL AND BEHAVIORAL HEALTH SERVICES

July 28, 2017

RE: Addendum to Appeal to FCC- Confirmation Number: 2017052447643887
FY 2016-2017 Form 465 FRN 43168577 posted 2/2/2017
HCP Name- I'SOT dba Canby Family Practice Clinic # 10618

Dear Sirs:

Background: In 2016 there was a lot of employee turnover. In this transition the communication that there was a need to file Form 465 every year was dropped. It was thought that being in a 3 year Evergreen contract was sufficient. Due to this misinformation, the filing window for fiscal 2016-2017 was missed. When this information came to light the new staff filed immediately hoping for an additional filing window as usual. Unfortunately funding ran out.

CTF has continued to pay their share and Canby Family Practice Clinic has also continued payments for the projected share of the fiscal 2016-2017 year. Is there any possibility that there are funds available to help pay on the \$180K balance that should have been paid by USAC, if the clinic had filed earlier? This liability could force the clinic to close.

Rural communities suffer from lack of access to many healthcare resources. This creates a considerable burden on its community members – many who struggle with the expense and inconvenience of having to travel to receive adequate healthcare. Having virtual access to specialist input is essential to quality care in remote areas. Broadband provides the ability to address many of our healthcare needs through telemedicine connections. This service brings invaluable benefits to our frontier community.

This facility has seen improvements in fiber infrastructure to our area, which will reduce our future costs. Bids have been received that will decrease the clinic's broadband expenses to 25% of what has been paid in the past. The current 3 year contract, which ends October 2017, with Integra/Allstream must be finished out before the new contract can be implemented. Canby Clinic has filed a 465 to finish out the Integra contract for July 2017-Oct 2017 (FRN 1714604) It has also filed 465 (FRN 1727674) to fund the new lower rate for the rest of FY 2017-2018.

Please consider this plea for assistance.

Thank you for your time.

Jim Linden

I'SOT dba Canby Family Practice Clinic

Greta J. Elliott
Administrator

Phone (530) 233-4641 Ext. 1200
Fax (530) 233-4140

Email: gjelliott@canbyclinic.org

CLINIC LOCATION

670 County Road 83
Canby, California

MAILING ADDRESS

P.O. Box 322
Canby, California 96015

CLINIC PHONE

Phone (530) 233-4641
Fax (530) 233-2830

BEHAVIORAL HEALTH PHONE

Phone (530) 233-4135
Fax (530) 233-4140

**Contact us:**

Customer Account Manager Customer Service 866-468-3472 customerservice@integratelecom.com www.integratelecom.com

Account Number	917923
Account Name	I'SOT, INC
Invoice Date	07/02/2017 Invoice No 14742765
Total Amount Due	\$180,531.56

MONTHLY INVOICE SUMMARY

Account History

Previous Balance	167,748.55
Payments Applied	-531.29

Balance Forward - Past Due	\$167,217.26
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Summary of Current Charges

Credits	-13,259.43
Monthly Service	26,499.95
Usage Based Service	0.26
Other Charges & Fees	15.68
Taxes & Surcharges	57.84

Current Charges - Due on 07/23/2017	\$13,314.30
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**Total Amount Due****\$180,531.56**

To avoid late charges, please pay the Total Amount Due by the due date.

Manage your account online!

IntegraCare online account management provides the freedom and flexibility to manage your account from any internet connection. Visit

<http://integracare.integratelecom.com> for more information.

Emergency Services Notice

Your telephone can be a life-saving tool in emergencies. Our network offers reliable access to emergency services through the Emergency 911 program in the State of California. When there is a widespread emergency, please remember to avoid using your phone for non-emergencies so the communications systems will remain open to handle the emergency calls requiring fire department, police, and other emergency services. Emergencies like earthquakes, storms and fires can also disable telephone towers and lines. Please refrain from calling 911 to repeat or verify emergency announcements, and avoid all but the shortest calls or text messages. Instead, turn on your television or radio or talk to your neighbors for news on the emergency or to verify whether your area should be evacuated.

Detach this form and return it with your payment. Write your Account Number on your check or money order (U.S. Dollars only). Make check payable to and mail to: Allstream



18110 SE 34th ST Bldg One Ste 100
Vancouver, WA 98683-9497

7512 0300 N0 D0 02 07022017 NYNNNNNN 0000762 Non-4 3 oz.

I'SOT, INC

670 COUNTY ROAD 83

CANBY CA 96015



Payment Due By	Total Amount Due	Amount Enclosed
07/23/2017	\$180,531.56	\$

Account Number	917923
Account Name	I'SOT, INC
Invoice Date	07/02/17
Invoice Number	14742765

Send Payments to the Address Below

ALLSTREAM

PO BOX 2966

MILWAUKEE, WI 53201-2966



0000917923001474276507012017000000180531565



Account Number	917923
Account Name	I'SOT, INC
Invoice Date	07/02/2017 Invoice No 14742765
Total Amount Due	\$180,531.56

**SERVICE LOCATION: 670 COUNTY RD 83, CANBY CA 96015****Payments**

Description	Date	Total
Payment Received. Thank You!	6/15/17	-531.29
Payments Total		-\$531.29

Description of Charges**Credits**

Description	Number	Service Date	Quantity	Unit Charge	Total
CRD-CTF Discount				-13,259.43	-13,259.43
Credits Total					-\$13,259.43

**Monthly Service**

Description	Number	Service Date	Quantity	Unit Charge	Total
ValuePlan 10000		07/02/17 to 08/01/17	1	0.00	0.00
Total					\$0.00
Integrated EoTDM DS3 A	HIGL785320INTG	07/02/17 to 08/01/17	1	26,499.95	26,499.95
Total HIGL785320INTG					\$26,499.95
ISDN/PRI	530-233-4641	07/02/17 to 08/01/17	1	172.50	172.50
DID Block			1	0.15	0.15
International Calling - Blocked			1	0.00	0.00
Promo ISDN/PRI			1	-172.50	-172.50
Promo DID			1	-0.15	-0.15
Total 530-233-4641					\$0.00
Promo DID Extended	530-646-3854	07/02/17 to 08/01/17	1	-0.15	-0.15
Promo SIP PRI Channel			23	-7.50	-172.50
SIP DID Extended			1	0.15	0.15
SIP PRI Channel Extended			23	7.50	172.50
Caller ID Name and Number			1	0.00	0.00
Total 530-646-3854					\$0.00
Voice Mail	916-822-5120	07/02/17 to 08/01/17	1	5.00	5.00

IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

This Communications Invoice is due and payable upon receipt and is past due if unpaid after the due date shown on the invoice. Please make check or money order payable in U.S. Dollars to Allstream. Failure to pay these charges may result in collection action as well as termination of service. Past due balances are subject to a late fee of 1.5% per month, or the highest rate allowed by law.

Allstream strongly supports the billing display requirements of the FCC Truth in Billing Rules. If there is any information presented on this bill about which you have questions or if you would like a further description of charges, please call your local customer care office number, found on the first page of your invoice.

For additional information, please see the terms and conditions of service found in your Master Service Agreement (MSA) included with your service agreement and order.

Please send any disputes to:
 Allstream c/o Customer Operations - Billing
 Dispute
 18110 SE 34th ST Bldg One Ste 100
 Vancouver, WA 98683-9497